

PROACTIVE SERVICE REQUEST MANAGEMENT AND MEASUREMENT

ABSTRACT OF THE DISCLOSURE

[120] A method for managing a repair process for a fault between a proactive network repair system and customer service system using a repair ticketing system is provided. The method includes detecting the fault in the proactive network repair system. Once detected, an indication of the fault is sent to the repair ticketing system and a repair ticket is created. The repair ticketing system then correlates one or more customers affected by the fault to the repair ticket and communicates the repair ticket and the one or more customers affected by the fault to customer service system before a call is received by the one or more customers affected by the fault.

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